# *Publications Bulletin*

## And the winners are...

The Secretary of the Army awards ceremony was held on 4 November 1999 at the Pentagon to recognize outstanding Army employees. As always, it was a memorable and special day for all attendees including those who received the Secretary of the Army Awards for Improving Publications. Since 1978, this program has acknowledged those who have contributed significantly to the publications arena. There are four possible publishing awards: Army Editor of the Year (Departmental and Command) and Secretary of the Army Award for Publications Improvements (Departmental and Command). All editing submissions this year were departmental (Army-wide) products; therefore, we did not have any nominations for command editor. The following three very proud Army employees stepped forward to receive their Secretary of the Army publishing awards:

**Publications Improvements (Departmental):** Mr. David Beaupre, Technical Manuals Writer/Editor, U.S. Army Tank-automotive and Armaments Command (TACOM), Warren, Michigan. He led a team of government and contractor personnel to establish the innovative Electronic Maintenance System (EMS) program. This EMS program produced a suite of software used for development and display of interactive electronic technical manuals (IETMs) for eight weapon systems.

**Publications Improvements (Command):** Mr. Dwayne J. Viergutz, Chief of Publishing and Records Management Branch; Office of the Deputy Chief of Staff, Information Management; HQ, U.S. Army, Europe and Seventh Army. His programs and accomplishments included: planning/ documenting the transfer of printing from the USAREUR to the Defense Automated Printing Service; digitizing all current

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### *Health Benefits Form Revised*

*The Health Benefits Registration Form, Standard Form 2809 (August 1992 version), has been superseded by the Health Benefits Election Form, dated July 1999, carrying the same form number. The 1992 version of this form is now obsolete and can not be used. The unit of issue (U/I) is ST9; however, USAPA-DOF does not have paper copies of the new form available at this time. Currently, the new version of the form (July 1999) is available* only *in electronic format and can be obtained by accessing www.usapa.army.mil.*

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## In This Issue...

# Director's Corner

We continuously strive to provide better service and support to our customers.

This year, we conducted *business process reviews* with many publication proponents to streamline the steps it takes to get a publication from manuscript to distribution. We also conducted a successful *Workshop for Publications Control Officers and Forms Management Officers*. We took steps to *reduce the "thru-put" time* for distributed products from our Distribution Operations Facility in St. Louis (now down to about 4 days from the time we get your order).

Our *web site enhancement project* will result in more user-friendly changes to the USAPA Home Page. We plan some *organizational changes* to streamline some internal processes, and we will begin visiting key Army installations as part of a formal *customer outreach program*. We also plan to *survey our customers* this coming year, too.

You, our customers, are the reason we exist. It's our stated objective and an integral part of our strategic plan to stay a customer-focused organization. Help us to help you! Keep the feedback coming.

EMIL S. NAZZARO
Director

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USAREUR publications and forms; applying technology to establish a local Less Paper Policy; and establishing/promoting a process for proponents to manage and update publications.

**Army Editor of the Year (Departmental):** Mr. Robert D. Paulus, Associate Editor, *Army Logistician* Professional Bulletin, U.S. Army Logistics Management College, Fort Lee, Virginia. He has been writing and editing for this publication for 19 years. To commemorate the 100th anniversary of the Spanish-American War, he researched and wrote a captivating article on the logistics of that war. For the special 30th anniversary issue, he contributed 20 edited features and assisted with the remaining 22 articles—all within 2 months.

Those selected as Runners Up will receive a letter and Certificate of Achievement. They are: Editor (Departmental), Mr. Jon T. Clemens, *Armor* Professional Bulletin, U.S. Army Armor Center and Fort Knox, Fort Knox, Kentucky and Publications Improvements (Departmental), Ms. Janice W. Heretick, Editor, *Army Logistician* Professional Bulletin, U.S. Army Logistics Management College, Fort Lee, Virginia.

Nominations for the 2000 awards (for the period 1 April 1999 through 31 March 2000) are due to the U.S. Army Publishing Agency (USAPA) no later than 1 May 2000. Talk to your command point of contact and watch for program announcements and requirements in February 2000—by message and in the Chief of Staff Weekly Summary. Chapter 13, AR 25-30 (The Army Publishing and Printing Program), 21 June 1999, now gives the requirements for these awards. If you have an impressive project, start now to keep samples and documentation (original and seven copies) and also a couple of copies of CD-ROMs or cassettes (if applicable) to submit. We had some very impressive nominations this year; unfortunately, all could not win. However, you do have to play to win.

The point of contact for this article is Ms. Paula Kerr at DSN 221-6290, commercial (703) 325-6290, or e-mail Paula.Kerr@usapa.army.mil.

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# Highlights of the Army Electronic Library (EM 0001) for January 2000

In January 2000, USAPA will field the 14th consecutive, quarterly issue of the *Army Electronic Library CD*, EM 0001. The *Library* includes DA Pamphlet 25-30 (*Consolidated Index of Army Publications and Blank Forms)*, Army electronic publications (E-pubs), Army electronic forms (E-forms), software for ordering publications via e-mail (if you can't order from our Web site), and a new version of the Adobe Reader 4.0 for portable document format (PDF) files. A new feature of the Library is an integrated installation utility that will install the Index, electronic publications bookshelves, and the Electronic Forms Menu System, using a simplified interface. Each of the applications has a wealth of information in README files in the various directories as well as a CONTENT.TXT file in the DOD standard file structure for CD-ROM publications.

The January 2000 *Library* includes nearly 900 electronic publications titles, 700 of which are also available in a single-column enhanced PDF format. To take full advantage of these PDF publications and forms, users are encouraged to update to Adobe Reader version 4.0, available from our web site and also included on the *Library* CD. Also on the CD is the Joint Electronic Library, which contains approximately 80 publications in PDF, including the *DOD Dictionary* and the *Joint Doctrine Encyclopedia.* You will also find a collection of Field Manuals, included as part of a Doctrinal Electronic Library demonstration initiative. Finally, if you use Internet Explorer 5.0, you can get a glimpse of the future of publishing by reviewing a demonstration of an eXtensible Markup Language (XML) version of AR 25-30. More information on the XML demonstration of AR 25-30 can be found in this bulletin in "About the AR 25-30 XML Prototype."

The electronic forms in the Library continue to grow. The January 2000 edition includes over 2,000 forms in PerForm PRO, FormFlow 1.1, and PDF formats. In addition, this edition includes over 1,600 forms in FormFlow 2.22 format and has the first group of forms available for use with FormFlow 99. The PDF forms provided are not fillable and are intended to serve that part of the Army that does not have access to any of the software packages USAPA uses to create its fillable files (PerForm PRO, FormFlow 1.1, FormFlow 2.22, and FormFlow 99). Sometime in the future, USAPA plans to provide fillable PDF forms; however that will not happen until the current conversion projects (FormFlow 2.22 and FormFlow 99) are completed.

The electronic forms menu system allows you to search for forms by key word or number. Enhancements to the menu system were recently made, providing an option to open a form with any of the software mentioned above (if the file is available in the format the user requests). The menu system must be updated or re-installed with every new CD edition (quarterly), to reflect the forms added or removed during each quarter. The electronic forms menu system is to be used in addition to the software needed to open the form. The Library (on CD-ROM) does not include the software needed to use the forms. You must acquire and load software for forms on your computer.

The JetForm library of forms, sponsored by the Reserve Component Automation System (RCAS), has over 475 forms, and the Novell InForms library of forms sponsored by the Assistant Secretary of the Army for

Acquisition, Logistics and Technology, contains 79 forms.  Files in these formats will remain as long as a form is active; however if a form becomes obsolete or revised, it will be removed from the library and generally will not be replaced by the supporting agents.  Be sure to read the README.TXT file located in the E-Forms directory for the latest information about the electronic forms in the Library.

Electronic publications and forms from the *Army Electronic Library* are also available on our web site at http://www.usapa.army.mil.  Check our web site often to find the latest products.  As we add to the libraries, we update our web site during the course of each quarter with additional electronic forms and publications that will appear on the next CD edition.  Because of their large file size, scanned PDF publications (those not yet converted to the enhanced single column format), will now be found only on the web site.  These publications are a transitional product and are placed on the web site for the convenience of our customers while we convert them for optimum PC- and web-based presentation.   Once converted, the enhanced PDF editions will be placed on the EM 0001.

If you are not receiving the *Army Electronic Library*, subscribe to it from the Publications Ordering and Subscription page of our web site, using initial distribution number (IDN) 040803.  If you need assistance, contact your publications officer, account manager, or installation publications control officer.

# About the AR 25-30 XML Prototype

Welcome to XML.  The XML AR 25-30 prototype on the January 2000 CD edition is intended to be a demonstrator testbed for for eXtensible Markup Language (XML) techniques that will ultimately be extended to the rest of the *Army Electronic Library*.  Functionality for XML will vary slightly from the CD-ROM version to the on-line prototype. The CD-ROM prototype will be packaged with portable document format (PDF) files of prescribed forms and some publication cross-references.  Other publication cross-references are live uniform resource locators (URLs) that link to the USAPA web site. Some links lead to browsable publications on the USAPA web site; for example, the link to AR 708-1 leads to the browsable version of that publication—from which you can link to the DA Form 2028 for DCSLOG publications at New Cumberland, PA.

The prototype XML AR 25-30 was produced from the original SGML version of Army Regulation 25-30. The document was tagged according to the Army regulation (AR) document type definition (DTD) 3.05, subsequently opened in Arbortext's ADEPT Editor 7.0.1A, and converted to XML, using the "Save as XML" command from the "File" menu. The AR DTD was also manually converted to comply with the XML standard in order to parse the converted document.

In XML, there are three views of the document: cover, table of contents, and main. Each of these views has its own XML header file that calls its respective XSLT stylesheet, and then calls the document's content via the "data" entity. This allows for the three views to be generated without data redundancy. The links from the table of contents frame to the main document frame are automatically generated by utilizing the "id" attribute that is present on virtually every element in the document type.  This attribute link was previously largely unused in the SGML documents themselves.

Other links in the XML prototype have been hand-tooled. In the future, more links will be automated via an OmniMark script. The following links have been provided:

- Summary of Change cites to relevant paragraphs in the body.
- Index paragraph number cites to relevant paragraphs.
- Links to relevant documents, forms, and web sites from the publication sections in appendix A.
- Cross-reference links to other document sections within the first chapters of the document.

Comments or suggestions for future enhancements of this prototype are welcome and may be e-mailed to Stephen Wehrly at stephen.wehrly@usapa.army.mil.  (In order for us to handle your comments efficiently, please start your e-mail topic with "XML.")

# PCO Training Workshop Attendee Tells Story of Recent Efforts and Successes

Many of you who attended the late July Publications Control Officer (PCO)/Forms Management Officer (FMO) Training Workshop may not remember Joanie Wolf's name.  However, if you came to the Opening Remarks, you will remember that she brought the flower leis from Hawaii and a feeling of "Aloha."  When Joanie registered early for the workshop, she said the bosses were sending her because they were giving her the responsibility to implement Less Paper. Joanie Wolf is Chief, Administrative Services Center, 30th Signal Battalion/Director of Information Management, Fort Shafter, Hawaii.  She recently told USAPA how she, supervisors, and employees are using her

workshop training, handouts, and interaction with other attendees—particularly Germany—to train others in Hawaii and to implement her own Less Paper Policy.

This fairly new chief says they are in the process of a very aggressive revamp of their DA 12 series and active training on the Army Electronic Library (our CD-ROM package) procedures.  She adds, "we are presently attempting a 100 percent accounts inventory to establish a solid customer baseline to support our installation and rapidly approaching less paper targets."  And, she extended personal thanks to members of the St. Louis and Alexandria staff for their support.  Joanie says it all started with the 2-day training workshop in July.  Her "networking" there and later with attendees and USAPA staff "have brought it all to life."

Command support is always helpful and essential.  Joanie tells us that, "recent field visits by her Assistant Division Commander (Support), BG Terry Tucker, and his Command Inspection Team have resulted in an intense interest by the users (soldiers/ civilians) to get up to speed in technology and on line and into the system correctly." She coordinated with representatives from several of her large brigades and a major garrison element, to include even a mobilization point of contact to help address any concerns in that arena.  "Our focus," she says, "is to identify the loopholes and develop a better awareness of the program as it shifts gears with technology." They have been aggressively surveying and working on accounts and giving extensive training on the Army Electronic Library system.  Joanie recently advised USAPA that we will probably see an increase in activity from the "island" and Pacific Rim accounts.

The training, interaction with other workshop, and command support are all helping Joanie

Wolf adapt to the technology and provide better service.  However, the writer of this article has also heard from one of her employees that Joanie is a very hard working chief.  That employee says, "Joanie works night and day."  Joanie again reminds us that she feels the credit goes to networking from the training workshop.  "It really does work," she replies enthusiastically.

Thanks, Joanie Wolf, for sharing your experiences, efforts, and successes with us.  Have others who attended the training workshop in late July found ways to use the training, handouts, or their interaction with other attendees?  If so, please send an e-mail to paula.kerr@usapa.army.mil or call her at the number below.

USAPA plans to have another training workshop during summer 2000—probably late June or mid-July.  We expect to give you the details in February.

The point of contact for this article is Ms. Paula Kerr at DSN 221-6290, commercial (703) 325-6290, or e-mail Paula.Kerr@usapa.army.mil.

# How to Browse and Download Portable Document Format (PDF) Documents on the Internet

Some of our users have reported problems downloading large PDF files from our web site.  They are either losing their Internet connections while downloading, their browsers are timing out, or the documents they are attempting to browse are not downloading completely.  If you are having problems browsing or downloading PDF files, please see the guidance below.

a.  You cannot save the PDF file once you have opened it in your Internet browser.  Instead of trying to browse the document on-line, right click your mouse on the link for the publication you want.  Click "Save target as" and wait for the "File download" dialogue box to prompt you for a location to save the file.  This may take a few seconds.  Next, a "Save as" dialogue box appears.  By default, your PC may be set to save downloaded documents to either your desktop or your "My Documents" folder.  Look at the top of the dialogue box where it says "Save in" to see the folder where the downloaded file will be saved.  You may either click  "Save" to select this folder or you may change the destination to your own preference by clicking the "Save in" down arrow and the folder of your choice.  This will allow you to download the entire file very quickly, and you can locate, open, and read the document at your leisure.  The whole process may take less time than trying to open the PDF file from the Web.  This also gives you a copy of the publication on your hard drive for ready reference in the future.  If you are still prevented from downloading from the Internet, consult your LAN administrator or automation staff.  If this is a publication needed frequently by others in your office, it makes more sense to make it accessible on your LAN.

b.  If you experience frequent time-outs when trying to browse documents using your Internet browser, consult your LAN administrator or automation staff and ask them to adjust your browser's download time limits.  If you are using your own PC or have permission to change these settings, you may change them yourself.  Use your browser's Help menu for guidance on how to do this.

c.  Clear your temporary Internet files (cache) frequently.  If you have too much

space used up in your browser cache file, it may prevent you from browsing large documents.  Consult your LAN administrator or automation staff or use your browser's Help menu for guidance on how to do this.

    d.  If you are retrieving incomplete documents using your Internet browser, your Internet cache file size may be set too low.  Consult your LAN administrator or automation staff and ask them to adjust your browser's temporary Internet cache size.  If you are using your own PC or have permission to change these settings, you may change them yourself.  The cache size is limited by the amount of your PC's memory and swap file settings.  Use your browser's Help menu for guidance on how to do this.

These adjustments will solve most problems you may have downloading or browsing large PDF  documents as well as other browser performance problems.  If you are using a PC at your worksite, you must ask permission to change your browser settings.  If you have questions about these settings and cannot find the answer in your browser's Help files, please contact the browser vendor or their website for additional support.  We cannot answer inquiries specific to your PC or workstation.

The USAPA point of contact for this article is Mr. Tom Harman at DSN 328-0552, commercial (703) 428-0552, or e-mail Thomas.Harman@usapa.army.mil.

# Certificates for the Millennium

In the Fall 1999 *Publications Bulletin*, we issued a MILLENNIUM MADNESS! article about certificates that will be affected by the century date change.  Here's one final little tidbit that might interest you.  In response to all your calls, we will release these certificates in the middle of December rather than January.  **But remember**: these revised certificates **cannot** be issued prior to January 1.  After January 1st, the old certificates become obsolete.

Because so many of the certificates were revised at the end of the fiscal year, only a small number of copies for each certificate were printed—which means you probably won't get all the copies that you ordered.  We'll reprint more but, in the meantime, you should get enough to get you through the first couple of months.

This is a good time for all activities to review their stocks of the Department of the Army Awards and Certificates to ensure that the most current signatures are being used on the most current editions of the certificates.  As a reminder, the following officials (with their effective date) are the ones that should be overprinted on your certificates:

Secretary of the Army
    Louis Caldera (2 Jul 98)
Chief of Staff, U.S. Army
    General Eric K. Shinseki (21 Jun 99)
Sergeant Major of the Army
    Robert E. Hall (13 Oct 97)
The Inspector General
    LTG Michael Ackerman (4 Aug 99)
Chief, Army Reserve
    MG Thomas J. Plewes (25 May 98)
The Adjutant General
    BG Kathryn G. Frost (19 Oct 98)

(A list of the revised certificates, printed in the Fall 1999 edition of the *Publications Bulletin* can be found on our home page).

Any questions can be directed to Ms. Barbara Levister at DSN 328-0573, commercial (703) 428-0573, or email Barbara.Levister@usapa.army.mil.

# Get Ready for the Future

Many changes are taking place at USAPA. Some changes are ongoing, others to be initiated in the near future. In accordance with the Secretary of the Army's Less Paper Policy, USAPA will support efforts to reduce consumption of natural resources and ensure that the cost associated with printing, stocking, and distribution of printed copies is held to a minimum. USAPA's implementation in the near future of electronic distribution will fall directly in line with this policy. Customer participation is required to better posture our ID addresses for implementation. For that reason, USAPA requests all customers update their organizational e-mail address as soon as possible or verify current e-mail address. No personal e-mail addresses should be used. Your e-mail address can be submitted on the USAPA home page, http://www.usapa.army.mil—just double click at *Publications Ordering and Subscription System.* At the bottom of the page, you can Add/Update your E-mail address. Testing of the Initial Distribution phase is tentatively scheduled to commence during the month of February 2000.

The USAPA point of contact for this article is Ms. Mary S. Johnston at DSN 693-7305 ext. 250, commercial (314) 263-7305 ext. 250, or e-mail Mary.Johnston@arpstl.pub1-emh1.army.mil.

# IMPAC

In May 1998, the U.S. Army Publishing Agency (USAPA) implemented a new way of paying for the services it requests through the Defense Automated Printing Service (DAPS).

USAPA is conducting intra-government business with using the General Services Administration-sponsored International Merchant Purchase Authorization Card (IMPAC).

This new means of conducting business with DAPS has proven to be a "win-win" business offering for all involved. Benefits derived from the use of the IMPAC is timely billing (30 days vs. 4-6 months previously); enhanced internal controls; ability to monitor expenses with daily, weekly, and monthly reports; and the electronic transmittal of files. Use of the IMPAC enables USAPA to provide its customers more timely information on the status of their departmental printing funds.

USAPA is excited over the benefits it sees from use of the IMPAC and is searching for ways that even more of the benefits can be realized at the proponent level.

# E-mail Notification for Publication Reprints

Beginning 3 January 2000, the U.S. Army Publishing Agency will use e-mail to inform proponents when the quantity of an item reaches a stockage level that necessitates reprinting the item. Electronically communicating the need for reprint actions will expedite the reprint process and help guard against an item reaching zero balance.

The USAPA point of contact for this article is Mr. Lee Owen at DSN 328-0179, commercial (703) 428-0179, or e-mail Lee.Owen@usapa.army.mil.

# Returned Mail

The ability of the U.S. Army Publishing Agency to provide your unit with the published information you need depends largely on the delivery address you give us.

Each year, valuable postal dollars are wasted because an account holder failed to report an address change. Only after initial distribution or resupply shipments have been made and the product has been returned to USAPA, are we aware we are mailing to an invalid address.

USAPA has adopted a policy that allows the suspension of an account holder's ability to submit future requisitions.  Only after the account holder makes the necessary corrections to their mailing address is their ability to place requisitions for publications and blank forms restored.   Publications distributed through initial distribution during the period an account is "frozen" will not be automatically provided the unit once the address has been corrected, but must be requested through the resupply process.

Periodically, review and maintain your publications account; especially ensure that a correct mailing address is on file.  By periodically reviewing your account, you will ensure that you receive your publications automatically upon initial distribution. Keeping your account current will ensure you receive current publications by which to base strategic, tactical, operational, training, maintenance, and administrative decisions.

# *The Provider* is Now Available

*The Provider* is a booklet, issued in a series of six volumes, which was designed to assist the soldier's understanding of TRICARE, the Military Medical Health Care Program.  Initial distribution has been made on the first two volumes in this series (Misc Pub 40-11 and Misc Pub 40-12) and resupply copies are now available through normal ordering procedures.  The remaining four volumes in this series (Misc Pubs 40-13 through 40-16) will be printed and distributed during the coming fiscal year.  To order resupply copies, you will need your publications account number, number of copies required, and the following information—

* MISC PUB 40-11 (The Provider, Vol I), PIN 077392.
* MISC PUB 40-12 (The Provider, Vol I, Issue 2), PIN 077558.

The Surgeon General point of contact for this article is Ms. Mary Eichhorn at DSN 761-8337, commercial (703) 681-8337, or e-mail Mary.Eichhorn@otsg.amedd.army.mil.

# Series 351 Eliminated

The authorized series numbers and titles that can be used for administrative publications are contained in AR 25-30 (The Army Publishing and Printing Program), dated 21 June 1999, table 2-4. The 351 series (titled "Schools" in the 28 Feb 89 edition of AR 25-30) in this table was eliminated but the note indicating that it was being converted to the 350 series was erroneously left out. Proponents, therefore, are asked to use the 350 series. The title of the 350 series was changed to "Schools" in the 21 June 99 edition of AR 25-30 (the title was "Training" in the 28 Feb 89 version of AR 25-30). Its description has been changed to encompass both the 350 and 351 series, as given below.

"Description: Policy, procedures, techniques, and standards for the training development process (analysis, design, development, implementation, and evaluation) as well as

training processes, management, institutions, courses, materials, and products, to include training aids, devices, simulators, and simulations (TADSS) and training institution accreditation. Includes instruction of personnel in performance of individual and collective critical tasks to ensure task performance to established standards, including basic, advanced, leader, and unit training in military doctrine, tactics, techniques, and procedures. Training may be by distance learning and includes on-the-job training for military or civilian personnel; for example, supervisory, management, first aid, and physical training. Excludes subjects in 352 and 621 series."

Our Index (DA Pam 25-30) indicates there are seven Army regulations and three DA pamphlets that are current in the 351 series. These publications will remain current in that series until they are revised, superseded, or rescinded. New publications should use 350 series. The current publications are as follows:

| Publication Number | Title | Date | Proponent |
|---|---|---|---|
| AR 351-3 | Professional Education and Training Programs of the Army Medical Department | 8 Feb 88 | TSG |
| AR 351-4 | The Defense Institute of Security Assistance Management (AFJI 36-2307; SECNAVINST 4950.5) | 30 Dec 94 | OSA |
| AR 351-5 | United States Army Officer Candidate School | 15 Oct 84 | DCSPER |
| AR 351-8 | Defense Management Education and Training Program | 23 Apr 73 | DCSPER |
| AR 351-9 | Interservice Training (OPNAVINST 1500.27E; AFI 36-2230(I); MCO 1580.7D) | 28 Aug 98 | DCSOPS |
| AR 351-17 | US Military Academy and US Military Academy Preparatory School Admissions Program | 1 Jun 77 | DCSPER |
| AR 351-23 | Advanced Management Training For Senior Officers | 1 Jul 80 | DCSPER |
| DA Pam 351-2 | US Military Academy Preparatory School | 3 Nov 85 | DCSPER |
| DA Pam 351-4 | U.S. Army Formal Schools Catalog | 31 Oct 95 | DCSPER |
| DA Pam 351-20 | Army Correspondence Course Program Catalog | 1 Oct 99 | TRADOC |

The USAPA point of contact for this article is Mrs. Juanita H. Maberry at DSN 328-0592, commercial (703) 428-0592, or e-mail juanita.maberry@usapa.army.mil.

# USAPA Phone Contacts

2461 Eisenhower Ave., Alexandria, VA 22331-0302. Commercial (703)/DSN 221 (325) or 328 (428) exchange.

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| Executive Officer | Ms. Harman | 325-6800 |
| Personnel and Administration | Mr. McCaleb | 325-6235 |

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**PUBLISHING DIVISION**

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| Electronic Publishing Branch | Mr. Wehrly | 325-6218 |
| Forms Management and Design Branch | Ms. Lacy | 325-6297 |
| Publications Management Branch | Ms. Hale | 428-0602 |

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| Systems Plans and Requirements Branch | Vacant | |
| Automation Support Branch | Ms. Lehnen | 325-7377 |

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**Electronic forms**
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